

**EFFECTIVE**

June 1, 2010.

**SUBJECT**

1. Application procedures.
2. Exception to official SER policy.
3. Fiscal year caps.
4. Budget procedures.
5. Energy Services.
6. Payments.

**1) APPLICATION  
PROCEDURES****EMR 103**

Applications may be submitted electronically through the MIBridges system for energy-related emergency requests. An application submitted through MIBridges is considered a complete application and no additional applications are required.

Requests for State Emergency Relief (SER) become an application on the date the signed DHS-1514 is received in a local office. For electronic applications submitted through MIBridges, the application date is determined based on the time and date of submission. Any application submitted after 5pm or on a non-business day will have an application date of the next business day.

*Reason:* Policy update.

**2) EXCEPTIONS  
TO OFFICIAL SER  
POLICY****ERM 104**

When an exception request is submitted through Bridges, the specialist will receive a reminder in the *Tasks and Reminders* box when a decision has been made.

Exception Requests must include the following information:

- Client's name and case number.
- Group composition.
- Specific reason for the exception request.

- Detailed information on the emergency.
- Extenuating circumstances.
- Household income.
- Total amount needed.
- Provider name.
- Provider number.
- Account number, if there is one.
- Required payment history for all requests (regardless of whether or not the case is categorically eligible.)
- Theft or illegal usage, if the request is for an energy or utility service.
- Community/agency assistance available.

*Reason:* Policy update.

### 3) FISCAL YEAR CAPS

#### ERM 201

A number of SER services have a yearly or lifetime payment limit. This limit is referred to as a cap. All persons who are included in the SER group at the time of approval and who benefit from the payment will have the payment amount included in their individual cap. The cap payments are retained even if the individual moves from one group to another.

*Reason:* Policy clarification.

### 4) BUDGET PROCEDURES

#### ERM 208

Energy-only cases do not have an asset test and therefore, do not have an asset copayment. In addition, energy-only cases do not have an income copayment.

For other SER services, when a client has a copayment, the worker must pseudo-authorize the application in order to establish the deadline date for the client to verify their payment(s) and to issue the DHS-1419. The deadline date is always the last day of the 30-day eligibility period regardless of when the client requests the service. The client must provide verification of their payment by the last day of the 30-day eligibility period. The group is not required to pay the copayment more than once during the 30-day eligibility period.

Undocumented aliens are not eligible for SER, but their presence does not disqualify the group. Bridges determines how much the ineligible group members must pay to help resolve the emergency. This is called the prorated payment. The prorated payment does not have to be paid before an SER payment can be made. However, the SER payment must resolve the emergency. If the SER payment will not resolve the emergency, the SER may be denied.

*Reason:* Policy clarification.

## **5) ENERGY SERVICES**

### **ERM 301**

For households that heat with a deliverable fuel, payment may be authorized for a full tank or as much as can be paid based on the amount left to cap.

If an energy bill, including old or transferred balances, must be paid to start or maintain service at the current or new address, payment may be authorized up to the fiscal year cap, as long as the payment resolves the emergency.

For categorical eligibility, the name on the energy account bill must match the head of household name or the head of household's spouse's name. It is not sufficient to be in the name of a living-together partner. The spouse must be active on the head of household's case. There may be other names on the account, in addition to the head of household name.

*Reason:* Policy clarification.

## 6) PAYMENTS

### ERM 401

For home repairs, the DHS-849 must be signed by the provider and the client. The client's signature on the DHS-849 is not needed if the provider submits an itemized bill or statement of services which states the client's name and address and which is signed by the client. For deliverable fuels, signatures on the DHS-849 are not required. Upon receipt of a signed DHS-849 or billing statement/invoice, the worker must enter the information on the Bridges Pending SER screen to authorize payment of the completed service.

The SER Authorization period: Non-emergency services authorization period is 30 days. The authorization period begins on the date the local office receives a signed application for SER. Any additional request for an SER service during the authorization period is entered in Bridges as an additional service, not as a new application. Any copayments, shortfalls or contributions that must be paid are subject to the authorization period end date regardless of the date the service is requested.

*Reason:* Policy clarification.

**MANUAL  
MAINTENANCE  
INSTRUCTIONS**

**Changed Items (content changes) ...**

**ERM 103  
ERM 104  
ERM 201  
ERM 202  
ERM 203  
ERM 206  
ERM 208  
ERM 301  
ERM 302  
ERM 303  
ERM 304  
ERM 401  
ERM 405**

**Changed Items (link changes only) ...**

**ERM 209**